

Dear Valued Customer,

To better provide the quality of service that our customers have come to expect from TSLOTS by Bonnell Aluminum, we have reviewed and updated our shipping, material return and cancellation policies for 2025:

Updated Policies:

- For material shipped via LTL PPY&CHG that is eligible for return, Bonnell Aluminum's Shipping team will manage the scheduling and pickup of all returns. Please contact your Customer Experience Specialist and they will coordinate the return.
- All eligible items returned more than 7 business days past the date of delivery will be subject to a Restocking Fee of 25% of the total price for each item being returned. All returned items will be subject to inspection to confirm the condition of the items. We will not issue credit for any items that are not in saleable condition upon return. We do not accept returns that are not accompanied by a TSLOTS issued RMA form.
- All customer buybacks more than 7 business days past the date of delivery will need to be authorized by your Regional Sales Manager. We will not accept returns on items that are more than 60 days past the date of delivery.
- Any extrusion order that is credited to a customer's account without a return of material will be subject to a deduction of the current market scrap value of the metal. We do not accept returns on cut extrusion.
- All shipments **must** be signed for at the time of delivery to be considered eligible for credit or return. All damaged or missing items will need to be noted on the Delivery Receipt (DR) at the time of delivery. If you are unable to inspect the entire package, please note "**SUBJECT TO FURTHER INSPECTION**" on the Delivery Receipt. This will ensure that any damaged items found later will be covered in a freight damage claim.
- **We will not issue credit for any damaged or missing items that were not noted on the Delivery Receipt as damaged or missing at the time of delivery. All claims missing this information will be denied.**
- If a shipment does not appear to be damaged but contains damaged or missing items, please report these items to your Customer Experience Specialist within **five business days** of delivery. We will require pictures of the damaged material for any items that are not noted on the Delivery Receipt to process replacements. **These types of orders will not be eligible for freight damage claims.**
- Please note that any damage claims on orders that are shipped via Collect are to be coordinated directly with the carrier.
- We will not cancel pending orders that have already been processed by our Production team. Special order items are not eligible for cancellation or return once ordered.

We are grateful for your continued support and trust in TSLOTS. We value our relationship with our company and appreciate your business. Please contact your Regional Sales Manager or Customer Experience Specialist for more information regarding our Material Return Policy.

Respectfully,



Randy Johnson

TSLOTS Sr. Brand Manager